



Job Title	Merchandise Supervisor
Reporting To	Merchandise Operations and Systems Manager
Department	Merchandise
Hours	Variable, to include weekends and evenings

Job Purpose

Supervise members of the Merchandise casual staff team ensuring exceptional customer service is provided at all times and sales targets are exceeded. Maintain excellent product knowledge across the merchandise range,

Role Responsibilities

- Manage the team of casual assistants - ensure sufficient team breaks and staff cover is organised throughout the day and staff welfare is available
- Stock replenishment to maximise sales
- Ensure end of day processes (cashing up, etc.) are completed in accordance with company procedures.
- Be proactive and anticipate opportunities to provide product advice to customers and demonstrate ability to maximise sales.
- Process customer refunds
- Operate cash registers
- Report system issues
- Provide exceptional customer service
- Any other adhoc task as requested
- Adhere to all departmental and company policies and procedures

Team Standards & Responsibilities

- Work with the team to ensure maximum sales
- Train staff in areas and promote excellent customer service
- Coordinate and participate in staff training as required
- Follow cash handling procedures accurately and as instructed by management.
- Ensure staff are operating tills correctly.
- Ensure the point of sale of products is optimally displayed to drive sales.
- Assist with online order processing.

Key Relationships

- Head of Retail
- Operations & Systems Manager
- Event Managers
- Drive Team

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



Knowledge, Skills & Qualifications

- Previous retail experience essential
- Previous experience of supervising a team
- Previous work in a similar event/leisure environment would be advantageous
- Excellent customer and client awareness at all times.
- Confident individual with good inter-personal skills
- Ability to be proactive and self-motivated
- The highest standard of personal presentation.
- A strong leader – able to cope under pressure in a busy and fast paced environment
- Full clean UK driving licence.
- Flexible approach to working hours, including weekends.

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales